

Frequently Asked Questions County Performance Outcomes Survey Training 2012

Who is Included?

1. Are consumers of Wraparound, Day Treatment and TBS included in the County Performance Outcomes Survey?

Yes. Surveys should be completed by the consumer ages 13-17 years old using the youth survey form or 18 years and older using the adult survey form. A family member of a consumer ages 0-17 years can complete the family survey form. However, no staff member should complete the survey on the behalf of a consumer or a child.

2. Are Group Homes included in the County Performance Outcomes survey?

Yes, field based services provided in group homes are included in the County Performance Outcomes Survey.

3. Are Medicare-Medicaid consumers included in the County Performance Outcomes Survey?

Yes. All providers (both Short Doyle / Medi-Cal and Fee For Service Network providers) should include Medi-Medi consumers in the County Performance Outcomes Survey.

4. Are consumers living in a Board and Care settings included in the County Performance Outcomes Survey?

For Short Doyle / Medi-Cal providers they are included ONLY if a clinician goes to the facility to provide a service. This would count as a field-based service.

Fee For Service Network providers should include all consumers served in the Board and Care Facilities.

5. Can a Foster Parent complete the survey?

Yes, a Foster Parent can complete the family survey on behalf of consumers age 0-17 years old.

6. Can one survey form be completed by a parent who brings more than one child in for services?

Yes, if a parent accompanies more than one child he or she has the opportunity to complete one survey per child or the parent can decide to complete only one survey.

7. If a client was opened recently (within the last couple weeks) should we include them in the survey?

A new consumer can complete the survey even if it is their first mental health service during the survey period.

8. If we have consumers with a different funding source (e.g. CAPIT) do they also get included in the survey?

For Short Doyle / Medi-Cal providers funding stream is not a factor.

For FFS Network providers, surveys should be completed only by the Medi-Cal or Medi / Medi consumers.

9. Should consumers receiving services in non-DMH programs be surveyed? For example, if a contractor has two office locations next to each other. One office provides services to Medi-Cal consumers while the other office provides services to consumers from other funding sources such as State funds, grants etc. Should consumers in both offices be surveyed?

Only consumers receiving services from DMH should be included in the survey. This includes BOTH Medi-Cal AND other funding sources through the DMH. **Only DMH-funded consumers should be included in the survey.**

Who is not Included?

10. Are consumers of Community Outreach Services (COS) billing / agencies included in the County Performance Outcomes Survey?

No, these consumers are not included in the survey because they may not be in the IS system yet.

11. Are consumers in Skilled Nursing Facilities (SNF), Intermediate Care Facilities (ICF), and Psychiatric Health Facilities (PHF) included in the County Performance Outcomes Survey?

No, consumers in long term residential or institutional placements are not included.

12. Are Multidisciplinary Assessment Team (MAT) Consumers included in the County Performance Outcomes Survey?

No. Consumers receiving assessment and intake are not included in the survey.

13. If the survey is not completed and clinic staff completes the "Reason" code is the consumer demographic information also required?

No. If the survey is refused or not completed by the consumer, staff should fill in the "reason" code without providing consumer demographic information. Demographic information should only be provided by the consumer when completing the survey.

14. Should a parent complete a survey form using their own age?

No. The demographic information on the County Performance Outcomes Survey requests the information of the consumer and thus a parent completing a family survey for a service provided to their child should specify the child's birth date, the child's gender, and the child's race and ethnicity.

15. If a child is a dependent of the court, can staff complete the County Performance Outcomes survey on behalf of the consumer?

No. If the dependent is a child between the age of 0-12 years, ONLY a parent or legal guardian can complete the Family Survey. If the youth is between 13-17 years old then can complete the Youth survey.

16. If a client was recently discharged would they be included by staff filling in the "other" bubble for reason code?

No. If a consumer is no longer receiving service then they are not included in the survey.

17. If a consumer is in multiple services (such as outpatient, TBS, Wrap, etc.) do we give out surveys per program or per client?

No. A consumer should complete only one survey per agency/clinic regardless of number and types of services.

How do we complete the forms?

18. Can there be more than one response for the reason a survey is not completed?

Yes, there may be multiple responses for why the survey was not completed.

19. How can a program get “credit” for providing field based services if a parent is not present to complete the family survey for youth ages 0-12 years old?

Yes. Your program and service area can get “credit” for the field based services provided for children (age 0-12 years) when a parent is not present to complete the survey, by completing the reason code “other” at the bottom of the County Performance Outcomes Survey.

20. Who is included as a Short Doyle / Medi-Cal provider?

All Department of Mental Health directly operated and contracted agencies outpatient clinics are referred to as Short Doyle / Medi-Cal providers.

21. If consumers are being served in a program such as TAY (which serves consumers between the ages of 16 and 25 years), what survey should they complete?

A consumer 18 years old or older getting services even though they receive services in a TAY program should fill out the Adult Survey Form. Consumers age 13 -17 years should complete the Youth Survey Form.

22. Can I copy the survey form?

No, copying the survey form may jeopardize the ability of the scanner to read the survey results. If you need additional survey forms, locate the form on the DMH website and print it out using a laser printer and white paper.

23. What should FFS Network providers enter into the provider number spaces?

FFS Network providers should enter the first 4 alpha-numeric characters of their FFS Provider ID in the Provider ID spaces on the survey (e.g. PSY2, 00A2, MF23, LC35, etc.)

When & Where do we Return the Surveys and what about the results?

24. Can the County Performance Outcomes Surveys be folded?

Yes. Although in past years the instructions were to not fold the surveys the new one page surveys can be folded.

25. What are the timelines for returning the completed surveys?

All Short-Doyle / Medi-Cal providers must return completed surveys to their Service Area Liaison no later than Monday, March 5, 2012.

Surveys administered by Fee for Service (FFS) Network providers should be mailed immediately upon completion by consumers in the envelopes provided to UCLA Survey Research Center, Data Management Center at 405 Hilgard Ave., Los Angeles, CA 90099-4973.

26. Can surveys be administered during the weekends of the identified 2 week survey period?

Yes, if mental health services are provided on the weekend then surveys should be administered on the date that the service is provided.

27. Where should the Service Area Liaison return the completed survey forms?

Service Area Liaisons should return completed survey forms to the Quality Improvement Division, Program Support Bureau, LA County Department of Mental Health at 695 S. Vermont Ave. Suite 500, Los Angeles, CA 90005 no later than Tuesday, March 13, 2012.

28. Will survey results be made available for FFS Network providers?

Yes. FFS Network provider feedback data will be grouped by discipline and by Service Area and made available to providers.